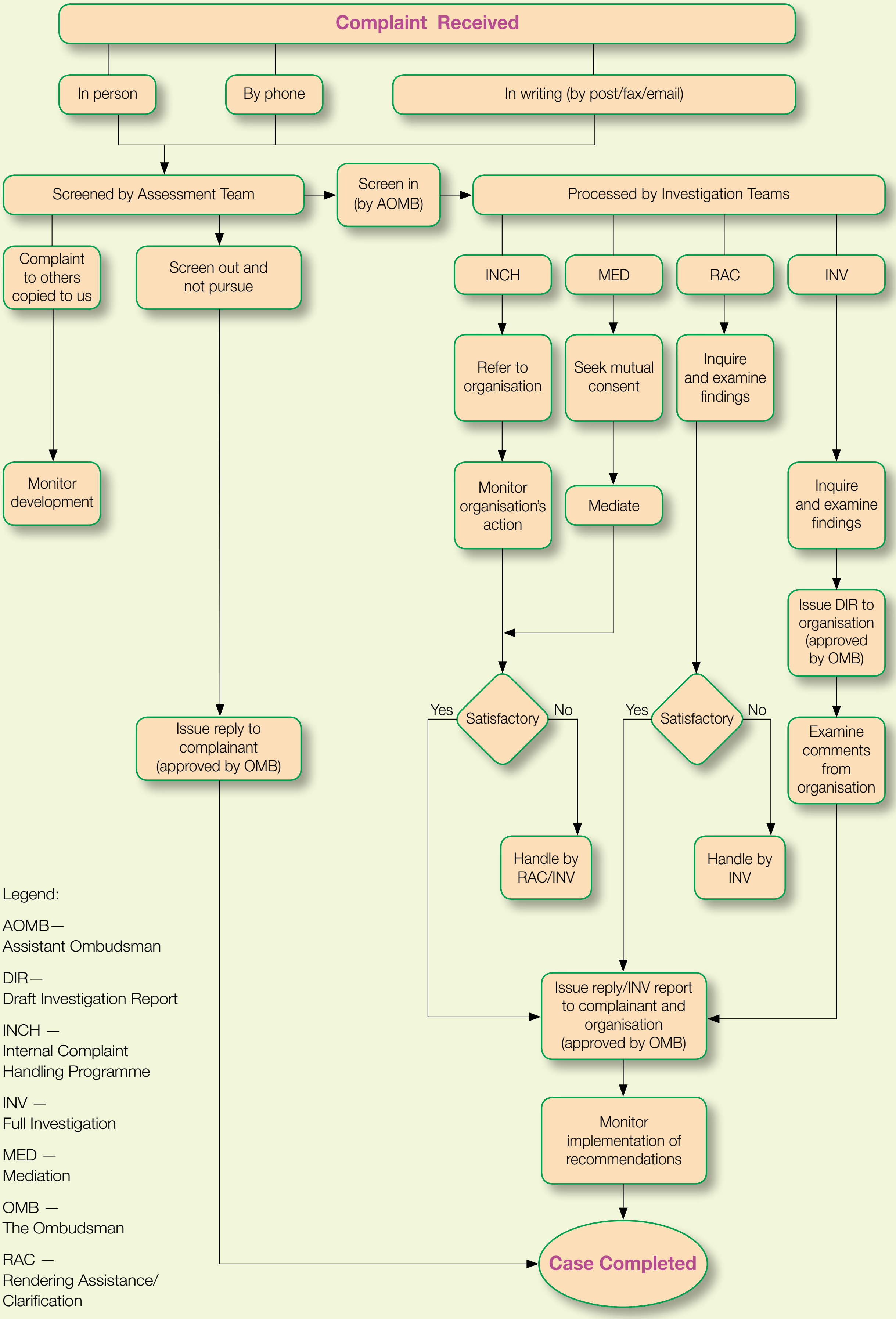
Annex 9

Flow Chart on Handling of a Complaint



Legend:

AOMB—
Assistant Ombudsman

DIR—
Draft Investigation Report

INCH —
Internal Complaint
Handling Programme

INV —
Full Investigation

MED —
Mediation

OMB —
The Ombudsman

RAC —
Rendering Assistance/
Clarification